

SOLICITATION NUMBER:		SOL-306-14-00051/OM/EXO
1.	ISSUING DATE:	May 5, 2014
2.	CLOSING DATE:	May 19, 2014
3.	POSITION TITLE:	Information Technology Specialist (Systems Manager)
4.	NUMBER OF POSITIONS:	One
5.	MARKET VALUE:	GS-13 (\$72,391 - \$94,108)
6.	ORGANIZATIONAL LOCATION OF POSITION:	USAID/Afghanistan
7.	DIRECT SUPERVISOR:	USAID/Afghanistan, Deputy Executive Officer
8.	SUPERVISORY CONTROL:	Minimal. The incumbent is expected to act independently with little direction.
9.	PERIOD OF PERFORMANCE:	13 months with an option for renewal
10.	SECURITY ACCESS:	Employment Authorization for Third Country National
11.	AREA OF CONSIDERATION:	Third Country National Personal Service Contractor (TCNPSC)

POSITION DESCRIPTION: Information Technology Specialist**A. BASIC FUNCTIONS OF THE POSITION**

The incumbent reports to the D/Executive Officer for Logistics and Procurement and may receive technical guidance from USAID/W CIO. The incumbent shall serve as the primary principal person responsible for the overall operation of the Mission IT systems and telecommunications.

Within the Office of Management, the Information Technology (IT) Division is responsible for providing data and telecommunication services for USAID/Afghanistan Headquarters and field offices.

The incumbent will serve as the Systems and network administrator for the Mission and will be responsible for the management, operation and maintenance of Mission servers, end user support. The primary function of the Information Technology team is to ensure the highest day-to-day systems and network infrastructure operations and user support. She/he will also be responsible for AIDNet consolidation issues.

Major Duties and Responsibilities:

Under the direct supervision of the D/EXO for logistics and procurement, the incumbent shall serve as Information Technology Specialist with responsibilities and duties that include, but are not limited, to the following functions:

- 1) LAN/WAN Operation and Management – Maintain Mission AIDNet systems, network infrastructure, and VSAT links.
- 2) Ensure high availability status of these systems and networks that include Microsoft Windows 2003 server platform with Exchange, Corporate AID Gmail, File server, System backup, Enterprise Blackberry server/application, desktop clients, WARP firewall, routers/switches, Intrusion Detection/Prevention Systems, field/VSAT systems, CAFÉ SCPC VSAT, etc.
- 3) Implementation of Mission standard policies, guidelines and procedures pertaining to the Management of Information Resources (security and contingency plans, ADS 545, etc.).
- 4) Improvement/upgrade of USAID/Afghanistan's hardware and software support systems in compliance with Agency's standards requirements and regulations.
- 5) Maintenance and troubleshooting of USAID applications and implementation of user support systems. Provide user support on USAID applications on AIDNet as well as those accessible from OpenNet. Provide Video and Adode Connect conferencing support for the Mission.
- 6) Point of contact for USAID/Afghanistan on all IT consolidation issues. Coordinate resolution of issues with Kabul and USAID/Washington and Department of State teams, report to Supervisory Executive Officer and USAID/W CIO office.

- 7) Provide input/advice and work on the implementation of new Agency solutions including migration to the new CIO-approved USAID Google Cloud solution (GMail, Google docs), USAID/SharePoint-file sharing, Adobe connect, GLAAS, etc. Coordinate the implementation with USAID/W/CIO Project Manager(s).
- 8) Monitor AIDNet IT security reports (NCircle) and address vulnerabilities to ensure best security results/grading.
- 9) Develop the Mission IT procurement plan including the identification of qualified sources of equipment, maintenance, and services. Participate in evaluating vendors.
- 10) Provide technical assistance and advice to USAID/Afghanistan support and technical offices on USAID funded Information Technology projects.
- 11) Responsible for management and tracking of all USAID IT equipment. The incumbent will develop or recommend systems to monitor inventory levels and suggest appropriate replenishment of equipment.

B. EVALUATION/SELECTION CRITERIA:

Candidates will be evaluated and ranked based on the following selection criteria:

- a) **Education: (25 points)** A Bachelor's degree in the fields of computer science, computer engineering, information systems management, or equivalent is required.
- b) **Work Experience: (25 points)** A minimum of Seven years of responsible experience in operating computers, PC support, and programming. Experience on Windows 2003 Server & Exchange 2003 Server/WEB Server (IIS)/Remote Access Server (RAS), as well as Laser Printers, Scanners, and modems.
- c) **Language Proficiency: (10 points)** Level IV (Fluent) of English-language speaking/reading capability is required.
- d) **Knowledge: (20 points)** Incumbent should have advanced knowledge in IT administration and software including MS Windows Server management version 2003/2008, MS Exchange version 2003/2007, and MS Windows network configuration, network security software, Microsoft Office productivity software, and current MS Windows operating systems. Must have advanced knowledge of hardware management including servers, personal computers, and peripherals such as wireless network devices, printers and audiovisual devices.
- e) **Skills and Abilities: (20 points)** Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Afghanistan computer resources; excellent understanding of priorities of key managers to ensure that computer systems are responsive to those needs is required. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services.

Ability to teach software programs to AID staff; ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components to determine capability to meet support requirements; an ability to articulate significance of management decisions with computer systems and system requirements to managers in order to obtain support for actions that will enhance automation and/or effective

management of computer resources is required. Incumbent must have the ability to balance workload demands between central system and individual user requirements; relate USAID/Afghanistan organization, functions, and mission to computer system's terms of reference, e.g., priorities for automation, an interrelationship of different applications programs to USAID/ Afghanistan operations, etc. ; manage and supervise multiple sites and to coordinate support services from variety of contractors. Ability to write and debug complex computer programs using at least two computer-programming languages and design and maintain LAN, and PC configurations is required.

Maximum Points Available: 100.

Candidates meeting the above required qualifications for the position will be evaluated based on information presented in the application and reference checks. USAID reserves the right to conduct interviews with the top ranked short-listed applicants. The interview will be one of the determining factors in the final selection.

C. TERM OF PERFORMANCE

The term of the contract will be for thirteen months. Within four weeks after written notice from the Contracting Officer that all clearances have been received or, unless another date is specified by the Contracting Officer in writing, the incumbent shall proceed to Washington, DC for two weeks of mandatory training (FACT and FAM) before proceeding to Kabul to perform the above services which may be extended upon mutual agreement and subject to satisfactory performance and availability of funds. This position has been classified at a U.S. Government GS-13. The actual salary of the successful candidate will be negotiated depending on qualifications and previous salary history.

In addition, the Mission has a 35% Post Differential allowance and 35% Danger Pay. During this period you will be entitled to two Rest and Recuperation trips (R&R) and up to three Regional Rest Breaks or three R&Rs and no RRBs.

You will be entitled to 20 days Administrative Leave plus two days of travel time for each break. In excess of the Administrative Leave, you will have to use your Annual Leave or Compensatory time for the breaks.

Physical Demands and Work Environment: Most Mission employees work a six day work week with Fridays off. The average work week is about 57 hours, with all hours over 40 as over time or comp time. Work in the office is mostly sedentary but travel to program-activity implementation sites outside of Kabul requires U.S. Government Regional Security Officer (RSO) approval, travel in fully armored vehicles and close coordination with the U.S. Embassy and U.S. Consulate security officers, DoD, and ISAF as relevant.

D. GENERAL INFORMATION REGARDING LIVING AND WORKING CONDITIONS IN AFGHANISTAN

Life in Kabul, the capital of Afghanistan, has somewhat improved since the establishment of the government, and great strides have been made to regularize the availability of services, utilities, and supplies of common consumer items. Living conditions, however, are still difficult but this is an historical opportunity to work closely with a dedicated team to assist the Afghans to bring about peace and stability to their war-torn country. Afghanistan is an unaccompanied post. All staff will be housed on the heavily guarded and fortified Embassy compound.

E. MEDICAL AND SECURITY CLEARANCE:

The selected applicants must be able to obtain security and medical clearances. Third Country Nationals should be able to obtain employment authorization from the Regional Security Office. For medical clearances, Third Country Nationals should obtain Department of State Class I Medical Clearance.

F. BENEFITS AND ALLOWANCES:

As a matter of policy, and as appropriate, a PSC is normally authorized to the benefits and allowances listed in this section. [NOTE: A contractor meeting the definition of a Third Country National shall be eligible for any of the listed fringe benefits to include health and life insurances, differentials and allowances.]

1. BENEFITS:

- 1) Contribution toward Health & life insurance
- 2) Pay Comparability Adjustment
- 3) Eligibility for Worker's Compensation
- 4) Annual & Sick Leave
- 5) Access to Embassy medical facilities, commissary and pouch mail service as per post policy

2. ALLOWANCES (If Applicable)*:

- 1) Temporary Lodging Allowance (Section 120)
- 2) Living Quarters Allowance (Section 130)
- 3) Post Allowance (Section 220)
- 4) Supplemental Post Allowance (Section 230)
- 5) Post Differential (Chapter 500)
- 6) Payments during Evacuation/Authorized Departure (Section 600) and
- 7) Danger Pay (Section 650)
- 8) Education Allowance (Section 270)
- 9) Separate Maintenance Allowance (Section 260)
- 10) Education Travel (Section 280)

* Standardized Regulations (Government Civilians Foreign Areas).

G. CONTRACT INFORMATION BULLETINS (CIBs) or ACQUISITION AND ASSISTANCE POLICY DIRECTIVES (AAPDs) PERTAINING TO PSCs:

AAPDs and CIBs contain changes to USAID policy and General Provisions in USAID regulations and contract.

AAPD 06-11	Home Leave and Revised General Provision 5, Leave and Holidays
AAPD 06-10	PSC Medical expense payment responsibility
AAPD 06-07	AIDAR, Appendix D: Contract budget, salary determination and salary increase
AAPD 05-02	Clarification of Policy for Personal Services Contracts with Anticipated Contract Performance Periods Exceeding Five (5) Years
AAPD 06-01	Medical evacuation insurance

CIB 01-07	Clarification of the extension/renewal policy regarding PSCs
CIB 01-05	Clarification of the Rest and Recuperation (R&R) Policy Regarding Third Country Nationals
CIB 99-22	PSC Policy
CIB 98-23	Guidance regarding Classified Contract Security and Contractor Personnel Security Requirements
CIB 98-11	Determining a Market Value for Personal Services Contractors Hired under Appendix D.
CIB 97-16	Class Justification for use of Other Than Full and Open Competition for Personal Services Contracts with U.S. Citizens Contracted with Locally, with CCNs and TCNs Subject to the Local Compensation Plan, and for Overseas Contracts of \$250,000 or less
CIB 96-23	Unauthorized Provision in Personal Services Contracts
CIB 94-09	Sunday Pay for U.S. Personal Services Contractors (PSCs)
CIB 89-29	Use of Government Bill of Lading for Transportation of Personal Service Contractor (PSC) Household Effects, Unaccompanied Baggage and Privately Owned Vehicles

Various Contract Information Bulletins (CIBs) and Acquisition and Assistance Policy Directives (AAPDs) pertain to Personal Services Contracts can be found at:

<http://www.usaid.gov/work-usaid/aapds-cibs>

Additionally, AIDAR Appendixes D or J also applies to PSCs can be found at:

<http://www.usaid.gov/policy/ads/300/aidar.pdf>

H. REQUIRED FORM AND DOCUMENTS FOR INITIAL CONSIDERATION:

Interested applicants must submit the following documents or their applications may not be considered for this position:

1. U.S government OF-0612 form which is available at the following websites:
<http://www.ussc.gov/Employment/of0612.pdf>
2. At current curriculum vitae (CV) or resume;
3. A minimum of three (3) references, who are not family members or relatives, with working telephone and email contacts. The applicant's references must be able to provide substantive information about his/her past performance and abilities. USAID/Afghanistan will only contact references for the finalist, and will only do so with the permission of the applicant.
4. A written statement that addresses the Evaluation/Selection Criteria in this solicitation.

The CV/resume must contain sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing particular selection criteria.

APPLYING

All applications must be submitted electronically by e-mail with the subject line “**Information Technology Specialist** (TCNPSC) OM/EXO-14-00051” to: AfpakJobs@usaid.gov and AfUSAIDJobs@state.gov

Attention: USAID/Afghanistan
Human Resources Office

Applicants may submit an application against this solicitation at any time but prior to May 19, 2014 unless revised. The highest ranking applications may be selected for an interview.

Please note that only short listed candidates will be notified.

Point of Contact:

Any questions about this solicitation may be directed to Blein Mesele at:
KabulAIDHR@state.gov.

Note: No in-person appointments or telephone calls will be entertained, unless you are required to have more information about this solicitation.

Place of Performance

USAID/Afghanistan
U.S. Embassy
Great Massoud Road
Kabul, Afghanistan